Operational Excellence

Quantity of SAGE Help Inquiries

<table>
<thead>
<tr>
<th>Month</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
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<th>December</th>
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<th>February</th>
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April 2009 - March 2010

Quantity of Production Support Requests for Research Websites

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April 2009 - March 2010
ORIS Turn-Around for Internal Tech Support Requests, High Priority (in days)

Apr 09 - Jun 09: 2.6
Jul 09 - Sep 09: 2.03
Oct 09 - Dec 09: 2.74
Jan 10 - Mar 10: 1.58

ORIS Turn-Around for Internal Tech Support Requests, Medium Priority (in days)

Apr 09 - Jun 09: 5.11
Jul 09 - Sep 09: 3.74
Oct 09 - Dec 09: 2.45
Jan 10 - Mar 10: 3.93
ORIS Turn-Around for Internal Tech Support Requests, Low Priority (in days)

- April 09 - June 09: 15.81 days
- July 09 - September 09: 12.15 days
- October 09 - December 09: 5.74 days
- January 10 - March 10: 9.67 days

ORIS Turn-Around for Internal Tech Support Requests, Very Low Priority (in days)

- April 09 - June 09: 17.4 days
- July 09 - September 09: 4.13 days
- October 09 - December 09: 5 days
- January 10 - March 10: 5.86 days
Amount of Awards Processed by OSP (in millions), ARRA vs. Non-ARRA

Quantity of Awards Processed by OSP, ARRA vs. Non-ARRA
Quantity of New Subcontracts, Renewals and Modifications Processed by OSP

Average OSP Processing Time for Subcontracts, in Days